

Claim

The invention claimed is:

1. In a system including a set of stored telephone numbers, public telephone system connection hardware, a scripted call flow, prerecorded audio scripts, automated speech recognition software, called party utterances, computer stored grammars of possible called party utterances, a computer program to manage the entire process, and a database for storing data, with said system and method “wherein the improvement comprises” using a computer program to manage the process of placing outbound calls to a set of stored telephone numbers, using the public telephone system, for the purpose of contacting parties, to deliver prerecorded information to called parties and/or obtain data from called parties using automated speech recognition software to determine the called parties’ responses to prerecorded questions and storing the results in a database for immediate or future review.